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We are an independent living center serving people with disabilities in 5 counties in Colorado. The needs of our consumers and staff are why I am interested.

~Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks. For our consumers who have speech impairments, operators tend to cut them off or hang up on them. This is a problem for someone who needs some communication assistance and it is both rude and frustrating.

~Operators should tell callers that everything is confidential.

~People with a speech disability need an easy way to reach Speech-To-Speech.

~The FCC must stop people in jails from abusing STS.

~More people with speech disabilities need to be taught to use STS.

~All these statements also apply to people who use STS on the computer.

~There should be competition, as that makes STS work better.

~The operators need to be paid enough so that they do a good job, and they need good training.